Title	Number of learners	Description
2016 RPIC Real Property National Workshop	7	#N/A
3G/4G Communications Systems	11	To explain the elements of 4G communication systems

Target Audience

Technical professionals; IT and business managers who need to learn about emerging broadband wireless technologies; students studying or researching broadband wireless communications and technologies

To describe B3G technologies

Target Audience:

Technical professionals; IT and business managers who need to learn about emerging broadband wireless technologies; students studying or researching broadband wireless communications and technologies

ONLINE SESSION.

CSIS NHQ will host a full-scale emergency training exercise. The purpose of this ONLINE session is to prepare employees and contractors for what they can expect on the day of the exercise.

This course includes the following four modules from

- Common Administrative Support Tasks
- Maximizing Your Relationship with Your Boss
- Interacting with Others
- Putting Your Best Foot Forward

Advanced Stress Management in the Workplace (CSIS)   67   This two-hour interactive workshop focuses on both the physiological and psychological impacts of stress. The workshop begins by exploring both the positive and negative role of stress in our lives. From there, participants are invited to explore the most common symptoms of stress from a physical, emotional, behavioural, and spiritual perspective. Finally, participants are provided with tools and techniques designed to mitigate the impact of negative stress on their lives including a discussion of the five ?C?s? (Control, Choose, Change, Create, and Cultivate).

By the end of this workshop, participants will be able to:

?Identify causes of stress

?Explain the differences between good and bad stress

?Identify and explain the types of stress reactions that a person might experience

?Identify and explain some of the strategies that can be used to reduce stress

This course is typically offered to particular teams or sections at the request of a supervisor or manager.

Applied Suicide Intervention Skills Training (ASIST) (CSIS) 80 ASIST is a two-day, interactive workshop that prepares caregivers to provide suicide first aid interventions. Small group discussions and skills practice are based on adult learning principles. ASIST teaches the Suicide Intervention Model, a practical guide to doing suicide interventions. Powerful videos support learning.

Basic Presentation Skills 30 This course covers the essential basic elements of business presentations and includes the following modules:

- Plan a presentation
- Create a presentation
- Deliver a presentation

Becoming a Supervisor (pre-requisite) 1 #N/A

Being an Effective Team Member 35 This course includes the following five modules

-Being an Effective Team Member
-Establishing Team Goals and Responsibilities
-Elements of a Cohesive Team
-Effective Team Communication
-Using Feedback to Improve Team Performance

Best Practices for the Assessment and Selection of Candidates (CSIS) 80 0

54

The Service is committed to building and nurturing a diversified and supportive work environment that incorporates the best qualified workforce, capable of igniting creativity and innovation by harnessing the differences of others and promoting inclusion.
As part of this commitment, this training has been developed to promote uniformity and equity within recruitment and pre-screening processes, by enhancing the awareness and knowledge of interviewers of how to be more bias-aware in their approach to interviewing candidates.

Building Trust	5

Building Trust: This course provides invaluable insight into the impact of trust and distrust in the workplace. It also addresses the importance of fostering trusting relationships at work and how to build and sustain trust with your colleagues.

Rebuilding Trust: This course will provide key insight into the cost of lost trust including its negative impacts on performance, morale, and ultimately the bottom line. How to rebuild trust once it's lost and maintain trust over time will also be addressed.

Business Case	4

This course includes the following three modules

Preparing a Business Case: You will learn what a business case is and when one is used, what research you need to do before you start to write a business case, and what information should be included in your business case.

Writing a Business Case : This course will show you the principles for preparing an effective business case, and it will guide you through the writing process, from defining your business need and gathering relevant information, right through to assessing the financial impact of your solution.

Presenting Your Case : This course examines the careful planning and delivery of a business case presentation. It focuses on the use of visual aids and handouts in a presentation, the structure and development of a presentation in light of audience needs, and the elements involved in successfully delivering the presentation to that audience.

Business Coaching	5

This course includes the following four modules

Getting Ready to Coach: It introduces the skills you need to be an effective coach, including listening and observing, providing feedback, questioning, and setting goals.

Conducting Coaching Sessions: This course describes how to carry out effective coaching sessions, including clarifying the coachee's situation and recognizing and determining the best options for your coachee to work with.

Building the Coaching Relationship: It highlights the importance of a strong coaching relationship. It describes how to establish rapport with your coachee by showing interest, finding common ground, and matching your coachee's demeanor and language.

Using Different Coaching Styles: This course highlights the importance of using an appropriate coaching style with your coachee. Specifically, you will learn how to use different techniques for directive and nondirective coaching.

Business Grammar 13 This course includes the following six modules

Parts of Speech: This course defines the functions of the eight parts of speech: nouns, pronouns, verbs, adverbs, adjectives, prepositions, interjections, and conjunctions.
Working with Words: This course explains how to use words correctly, including some key rules on how to spell correctly.

The Mechanics of Writing: This course presents the basic rules for using capital letters, abbreviations, and numbers.

Punctuation: In this course, you'll review the standard rules and guidelines for using punctuation appropriately.

Sentence Construction: This course, you'll review basic sentence construction, including how to develop sentences that are logical, clear, and powerful ? the basis of any sound business document.

Common Usage Errors: This course describes how to use commonly confused words correctly, including word pairs that sound alike and those that have related meanings.

Business Planning Essentials 1 This course includes the following four modules

Preparing a Business Plan: This course describes what a business plan is, why you use it, and its main ingredients ? opportunity, solution, execution, and outcomes.

Performing Key Analyses: This course describes how to carry out an internal analysis, including the assessment of your organization's market strategy, resources, organizational structure, and financial position.

Preparing for Implementation: This course describes activities that help coordinate the implementation of business plans, including developing action plans, determining how the implementation should be measured and monitored, as well as how to assess outcomes.

Final Exam: Generally taken near the end of a program, Final Exam: Business Planning Essentials enables the learner to test their knowledge in a testing environment.

Business Writing	55	**Know Your Readers and Your Purpose:** This course addresses ways to identify your readers and to create messages that convey the appropriate tone for different reader roles. It also outlines how to write effectively for the three most common reasons for writing a business document ? to inform, respond, or persuade.
		How to Write Clearly and Concisely: This course describes ways to make your writing more clear. Specifically, it covers the importance of using short, familiar words, appropriate connotations, concrete and specific language, and transitional words and phrases.
		Editing and Proofreading: This course highlights the importance of editing and proofreading your business documents. It describes some key areas to consider when editing ? like tone, structure, clarity, and accuracy. You will also explore ways to proofread effectively.
Canada Labour Code Part II - Occupational Health and Safety (CSPS)	318	Please note that the Canada Labour Code Part II training is mandatory for all Service employees including Middle Managers, Supervisors and Policy Health and Safety Committee Members.
		Occupational Health and Safety (OHS) in the Public Service of Canada is legislated under the Canada Labour Code, Part II. This online course provides federal government employees with an overview of their roles and responsibilities under the Canada Labour Code as well as with guidelines for Workplace Health and Safety Committees and representatives. Participants will gain a solid understanding of rights and responsibilities, risk management, regulations and penalties concerning OHS as well as obtain knowledge of the requirements of the Code and how it is applied.
CBRN Defence (DND)	5	Overview of CBRN defense from the Canadian Forces perspective. Includes information related chemical, biological and nuclear warfare defence.

Certified Business Analysis Professional - BABOK   2   This course includes the following nine modules

- Introduction to Business Analysis and Essential Competencies
- Introduction to Business Analysis Planning
- Planning Business Analysis Communication and Monitoring
- Business Analysis Requirements Elicitation
- Business Analysis Requirements Management and Communication
- Business Analysis: Enterprise Analysis
- Business Analysis: Introduction to Requirements Analysis
- Business Analysis: Verify and Validate Requirements
- Business Analysis: Solution Assessment and Validation
- Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned

Change Management - Manager's Program   17   #N/A

CISSP 2013 Domain	4	This course includes the following ten modules - Access Control - Telecommunications and Network Security - Information Security Governance and Risk Management - Cryptography - Operations Security - Business Continuity and Disaster Recovery Planning - Legal, Regulations, Investigations, and Compliance - Physical (Environment) Security - Software Development Security - Security Architecture and Design - TestPrep Certified Information Systems Security Professional (CISSP)
Coach Officer Training (CPKN)	1	During field training, effective coaching involves grounded coaching principles, a systematic approach, and the ability to lead by example in order to develop competent, independently functioning frontline employees. Using adult learning principles, a coach officer's job is to assess and develop these essential skills and performance indicators. Coach Officer Training is designed to prepare coach officers to assist their trainees to apply the knowledge and skills acquired during basic training to the reality of the job. This course covers key elements of training, including setting goals, identifying relevant training activities, performance assessment, and remediation strategies, together with essential coaching techniques designed to develop trainees.
Coaching for excellence (DND)	18	The course is intended for managers and supervisors who want to develop their leadership capacity through coaching. It will also be of interest to functional specialists who coach junior level employees within their specialization. For many years coaching has been recognized as a key leadership requirement across the Public Service. It supports the ongoing need to build human resources capacity to deliver on current and future business objectives. The purpose of the course is to provide background, key concepts, tips, the opportunity to learn about and observe a coaching conversation as demonstrated in one of the modules and to put into practice performance?based coaching techniques.
Coaching Techniques (CSIS)	25	0

This course includes the following three modules

Culture and Its Effect on Communication: This course attempts to explain various dimensions of a culture and how they affect the communication between individuals from different cultures by identifying the requirements of successful cross-cultural communication.

Communicating Across Cultures: This course offers guidelines and best practices for speaking and writing across cultures. The course also highlights the importance of keeping your audience's cultural expectations in mind when creating presentations,and how to make your presentations effective in a variety of cross-cultural settings.

Improving Communication in Cross-cultural Relationships: This course takes you through some best practices and strategies to help you take your cross-cultural communication to a new level. It presents a structured approach for dealing with cultural differences and making necessary adjustments to your communication style.

The three modules of the course (The Impact of Situation and Style When Communicating with Diplomacy and Tact, Strategies for Communicating with Tact and Diplomacy and Delivering a Difficult Message with Diplomacy and Tact) are designed for the employees who want to improve their communication skills in the professional environment and become more diplomatic and tactful in communication. At the end you?ll be able to identify approaches to use in different environments to ensure diplomatic and tactful communication and also communicate and deliver a message with diplomacy and tact in a given scenario.

CompTIA Network   5   This course includes the following ten modules
                                                        - Networking Concepts Part 1
                                                        - Networking Concepts Part 2
                                                        - Network Installation and Configuration Part 1
                                                        - Network Installation and Configuration Part 2
                                                        - Network Media and Topologies Part 1
                                                        - Network Media and Topologies Part 2
                                                        - Network Management
                                                        - Network Security Part 1
                                                        - Network Security Part 2
                                                        - Network Security Part 3

Confrontation Management   19   #N/A

Counterfeit Travel and Identity Documents (RCMP)   9

Fraudulent travel and identity documents are often used by organized crime, terrorist organizations, and other criminals for a wide range of illegal purposes. The ability to recognize the authenticity of a travel or identity document can help police and other law enforcement personnel recognize potential threats and disrupt criminal activities.

Counterfeit Travel and Identity Documents instructs on the basic skills required to recognize genuine travel or identity documents and provides techniques to determine whether a document is genuine or fraudulent. In addition to identifying the difference between counterfeit and altered documents, this course introduces learners to a number of different security features as well as the criminal law, policy, and procedures that apply when fraudulent documentation is discovered.

CPR - Defibrillator Course (CSIS)   7   0
CPR Re-Certification (CSIS)   15

The purpose of this training is to provide CPR re-certification (Level C) to employees that must be re-certified on an annual basis. Participants will be provided with the latest knowledge, techniques and skills in cardiopulmonary resuscitation.

Recommended for: Designated employees certified in CPR (Level C).

Prerequisite(s): First Aid and CPR Course.

Duration: 1/2 day

Creating eLearning with Articulate Storyline   3   #N/A
Creating Powerful Presentations (CSPS)   18

The course is designed to help participants make highly effective presentations and become credible and affective public speakers through practice and immediate, personalized feedback. Participants will leave the workshop with a toolbox of tips, techniques and strategies to deliver well-structured, dynamic and convincing presentations.

Recommended for: This course is directed to employees who must make presentations to one or more, address a meeting or speak in front of groups and wishes to communicate in a professional way. It is made for those who wish to strengthen their presentation skills, control their nervousness or learn the use of visual aids more effectively.

Loading priority: The loading priority is done on a first come first serve basis.

Dates : Ottawa
2013-10-03 ? 2013-10-04 (E) (CSPS)
2014-02-17 ? 2014-02-18 (E) (CSPS)

Regions: Please contact

Criminal Intelligence - Introduction (RCMP)   11

Introduction to Criminal Intelligence focuses on each element of the intelligence process and how those elements contribute to the development of criminal intelligence. This course will examine how criminal intelligence is produced and will enable learners to identify the role they play in the process within their own agency and in the broader intelligence community in Canada.

Learning Objectives
Upon completion of this course you will be able to:

?Define intelligence, intelligence led-policing, and criminal intelligence
?Describe the criminal intelligence process
?Explain how an intelligence project is planned and directed
?Explain the purpose of the collection and evaluation of information
?Explain the principles of collation
?Explain the role of analysis in criminal intelligence production
?Describe different ways of reporting, disseminating, and accessing criminal intelligence
?Explain the role of the criminal intelligence community within the overall Cdn intell. com.

Criminal Intelligence Analysis (Introduction) (RCMP)   8

Introduction to Criminal Intelligence Analysis is designed to provide law enforcement personnel with basic intelligence analysis skills. The course focuses on the intelligence process, critical thinking, and link analysis techniques. Learners will also apply various analysis techniques to a case study and prepare a criminal intelligence report based on that exercise.

Learning Objectives

?Identify the five major components of the intelligence process
?Explain the difference between inductive and deductive reasoning
?Develop hypotheses from relevant data
?Use inductive reasoning to draw reliable conclusions or inferences
?Prepare a link analysis diagram
?Construct a link analysis diagram which shows relationships between individuals and/or organizations
?Prepare an association matrix by analyzing material
?Construct a link analysis diagram by analyzing material
?Identify the essential components of an analysis report

Crisis Intervention and De-escalation (CPKN)   3

In the wake of the Robert Dziekanski tragedy in 2007, the Braidwood Commission made a number of recommendations that emphasized the importance of police being able to effectively intervene in and de-escalate crisis situations.
The Crisis Intervention and De-escalation course is designed to ensure that police officers will be able to use crisis intervention and de-escalation (CID) techniques to effectively de-escalate crisis situations, including incidents involving intervention in a mental health crisis. The course will introduce a four-phase CID model and a number of accompanying techniques designed to accomplish this goal.
The content for this course was developed by the BC Ministry of Public Safety and Solicitor General (Police Services Division) in consultation with the Braidwood Recommendation Implementation Committee and a working group of police and non-police subject matter experts.

Critical Incident Stress Management (CPKN)   19   Critical Incident Stress Management is an introductory level course that instructs learners on how to recognize the effects of critical incident stress and provides techniques that can be applied to minimize the impact of an event. It explains the potential outcomes of critical incident stress,
identifies potential administrative or
personnel problems that may be created by critical incident stress reactions, and initiates a discussion of responses to critical incident stress.

Critical Thinking Essentials   44

What Is Critical Thinking?: This course defines critical thinking, describes the elements of critical thought, and outlines strategies for improving the quality of your thinking.

Applying Critical Thinking Skills: This course explains how critical thinking promotes creative thinking. It also describes the skills required for critical thinking and how to apply critical thinking to decisions, problems, or issues in the workplace.

CSIS Mission and Priorities (CSIS)   362   This course provides a high level overview of the Service, including: mandate, priorities, programs, threats investigated, investigative powers and its place within the broader Government of Canada.

CSIS Threat Overview (CSIS)   11   0
CSIS-RCMP Operational Workshop (CROW) (CSIS)   37

The goal of the operational workshop is to identify the distinct yet complementary roles of CSIS and the RCMP, as well as to address the commonalities and differences of each other?s mandate, policies and procedures. This workshop also addresses how each agency collects information, for what purpose (intelligence/ evidence), and when information is disclosed. Additionally, the concept of parallel investigations will be discussed.

DDO professional event   2   #N/A
Dealing with Challenging Behaviours (CSIS)   20

What are challenging behaviours? How do you deal with them? What is the relationship between our reactions to challenging behaviours and how we address them? This interactive workshop will explore issues surrounding challenging behaviours including how our own reactions can make things better or worse. This two-and-a-half hour workshop is open to any employee of the Service who wants to learn more about dealing with challenging behaviours. This is a great course for employees, supervisors, and managers looking for tips on these issues. Please send an email to   for any inquiries. Registration is limited.

Dealing with Organizational Change

41

This course includes the following 3 modules

Understanding Organizational Change: It provides a basic understanding of what is meant by organizational change and typical events that can trigger organizational change. It also outlines the three specific types of organizational change. Finally, the course details common reactions to organizational change, and the stages you can expect to go through when dealing with organizational change.

Preparing for Organizational Change: It covers essential skills for handling organizational change, including a willingness to take risks, having openness to the unknown, and being able to manage yourself through change.

Embracing Organizational Change: It also introduces the idea of reframing as a coping method for accepting organizational change. Finally, this course covers the importance of recognizing and capitalizing on the career opportunities presented by organizational change, including the importance of a career plan.

Decision Making

37

This course includes the following three modules

The Fundamentals: This course introduces you to the fundamentals of decision making and illustrates techniques to help you become an effective decision maker. The course first walks you through the steps of a widely accepted decision-making process.

Tools and Techniques: This course introduces a variety of tools and techniques to use at the three most important steps of the decision-making process: generating, evaluating, and choosing between alternative courses of action.

Making Tough Decisions: This course reviews a number of these decision-making challenges and introduces strategies for dealing effectively with uncertainty, making informed trade-offs using a systematic process, and placing appropriate trust in your intuition when making difficult decisions.

Developing Character for Decisiveness: This course examines steps in the decision-making process, followed by an introduction to the character traits that will help employees build confidence and make better decisions. The course also examines what to do after a decision has been made: putting your work into action. And it shows how 'taking action' isn't always the end goal; sometimes the best decision is to take no action at all.

Overcoming the Barriers to Decisiveness: This course introduces the concept of procrastination in decision making and the drivers that may cause you to stall when faced with several choices. A main driver in the decision-making process is fear: fear of making a 'wrong' choice. This course examines fear and addresses ways to overcome it. Recognizing that there's no right or wrong decision is a first step; all you can do is make the best possible choice based on currently available information.

- Delegating Appropriate Tasks: Delegating tasks requires careful consideration. This Business Impact explores strategies for delegating tasks to employees.

- Developing Employees through Delegation: Skillful delegation creates a true win-win situation: It allows managers to leverage their strengths and focus on strategy while giving team members opportunity to learn and grow. This Challenge Series exercise focuses on how to best develop employees through the practice of delegation.

Managers at all levels can benefit from an overview of the policies and accountabilities governing their activities, roles and responsibilities. This course provides managers with the essentials about their roles and responsibilities surrounding delegated financial authorities.

NOTE: YOU CAN ONLY REGISTER FOR THIS COURSE IF YOU HAVE BEEN APPROVED TO RECEIVE THE FINANCIAL AUTHORITY DELEGATION CERTIFICATION.

This test follows the ?Delegation of Financial Signing Authorities? course, and is required to obtain certification that confirms that you meet the requirements to receive delegated financial signing authorities.

If you do not see a Register or Launch button on this page, go back and select the French or English offering if you want to register.

The Importance of Diversity and the Changing Workplace: This course also discusses the barriers and challenges that must be overcome in order to create a diversified working environment. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

Diversity and You: This course identifies strategies to help you become aware of your attitudes toward diversity; increase your acceptance of diverse cultures, people, and ideas; and become an advocate for diversity within the workplace. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

Effective Business Meetings — 14

This course includes the following three modules

Preparing for Effective Business Meetings: This course will show you how to clarify a meeting's purpose and objectives, and how to determine whether a given meeting is truly necessary or whether a similar result could be achieved through a different type of communication.

Managing Effective Business Meetings: This course will lead you through that process, presenting best practices that will help you realize success as you fulfill your responsibilities as a meeting leader. It will show you how to open the meeting with a positive tone and facilitate the work of the group using the right approach to decision making

Dealing with Common Meeting Problems: This course shows you how to measure the effectiveness of your meetings, and how to intervene appropriately during meetings to get back on track when specific problems arise.

E-mail / Telephone Essentials for Business — 10

This course includes the following four modules

-Using E-mail and Instant Messaging Effectively
-Addressing and Redistributing E-mail
- Managing Your E-mail
- Essential Skills for Professional Telephone Calls
-Final Exam: Essentials for Business

Emotional Intelligence I — 69

The three modules of the course are: What is Emotional Intelligence? Improving Your Emotional Intelligence Skills: Self-awareness and Self-management and Using Emotional Intelligence on the Job. The target audience are the employees at all levels who want to understand and develop their emotional intelligence skills.
The objectives of the course are: identify strategies used to improve emotional intelligence competency areas where weaknesses exist, recognize the value of emotional self-awareness, managing the emotions and understanding the impact of workplace emotions.

Employee Engagement through Transformational Leadership (CSIS)	34

Creating an environment that is conducive to employee engagement helps to foster greater organizational efficiency during times of change. This course uses a reflective and experiential approach to encourage participants to analyze and adjust their leadership style through the lens of transformational leadership to bring about positive changes in their organization. Participants will develop a personal action plan to transfer their new knowledge to the workplace.

Topics include:
- self-awareness and awareness of others
- engagement models
- cooperation culture
- climate of trust

Recommended for: Middle managers who are responsible for teams supervised by subordinates, Team Leader and/or Project Leader.

Prerequisite(s): Completion of Supervisors Course and a minimum of three years supervisory experience.

Loading Priority: Determined by HQ or regions in consultation with TD.
2015 09 10 (E)
2015 10 01 (F)
2016 01 14 (E)
2016 03 03 (E)

Essential Qualifications of a Position (CSIS)	80
Essentials of Interviewing and Hiring	8

0

This course includes the following five modules

- Screening Applicants for Interviewing
- Preparing to Interview
- Conducting an Effective Interview
- Behavioral Interview Techniques
- Selecting the Right Candidate

This course is intended for hiring managers and HR professionals who conduct staffing interviews with internal and external candidates during staffing processes.

*It is NOT intended for candidates who are preparing for their competency-based interview. Your supervisor must approve this registration request.

The aim of this workshop is to introduce the participants to the Service?s management philosophy, bearing in mind our culture and our own corporate expectations and requirements.

Explosives Awareness describes the different types of explosives, the associated dangers, and the necessary precautions responders must take when dealing with an explosive. It also reviews the procedures and policies that must be followed when called to a situation involving explosives. It is important to note that as an awareness level course, it will not qualify learners with any degree of expertise in this field, but rather is designed to increase the safety of responders when dealing with incidents involving explosives.

Fatigue Management (CPKN)

55

Fatigue is a perceived state of "weariness" caused by prolonged or intensive exertion. Particularly common among shift workers, studies have suggested fatigue can have an impact similar to alcohol impairment. This can result in slower reaction time, poor decision making, increased accidents, reduced vigilance, and cardio?metabolic disease risk factors. As such, fatigue represents real health, safety, and performance concerns for police officers. Fatigue Management is an awareness level course and is designed to better inform members about the dangers, health risks, personal and workplace implications relating to a lack of quality sleep and how fatigue can impact at individual and organizational levels.

Federal Parolees (RCMP)

1

On a typical day in Canada, there are more than 8,500 offenders under supervision in the community. These offenders rely on an entire team of professionals, including police officers, to ensure a successful reintegration into the community as law abiding citizens.

Federal Parolees and the Community Corrections Team outlines what occurs after an offender is convicted, what laws govern the types of releases available to an offender, and how that offender is supervised in the community. In addition, this course provides guidelines for police officers when encountering an offender on community release and explains how vital law enforcement can be in assuring that each offender is properly managed.

?roles and responsibilities that Correctional Service Canada, the Parole Board of Canada and the police have in the Criminal Justice System
?types of releases
?offender classifications
?process for handling and monitoring federal parolees

Finding the Leader in You (CSIS) 64   Session participants will discuss the dimensions and elements of a leadership practice, leadership vs management, your personal leadership practice, the role of trust and different types of power, influence and persuasion.

Firearms Identification for Public Agents (RCMP) 9   Firearms Identification for Public Agents is designed to instruct learners on the correct procedures and protocols to identify and classify firearms to the Canadian standard. This course focuses on developing competences around the contributing characteristics of Make, Type, Manufacturer, Action, Class, Calibre and Barrel Length. Learners will learn to apply the Canadian identification standard, and derive a positive identification using the internationally recognized Royal Canadian Mounted Police?s Firearms Reference Table.

First Aid /CPR and AED 15   #N/A
First Aid and CPR (CSIS) 63   This course will give detailed instructions, supported with videos and practical exercises, that will help to prepare the employee for any number of accidental injuries and sudden illnesses.

This course is dedicated to the First Aid volunteers, approved by Health Services, according to their location in the building.

Duration: 2 days

First Aid/CPR 5   #N/A
First Time Manager Essentials (Skillsoft) 41   This course actually includes the 3 following courses from Skillsoft:

Meeting Expectations: This course covers how to meet organizational
expectations as a first-time manager, as well as how to balance conflicting expectations of peers, direct
reports, and management. It also describes how to establish a productive relationships with your new boss.

Understanding a Manager's Role: This course describes some of the myths about management and their corresponding
truths in order to clarify what managers really do. It also points to the typical demands and constraints of
a manager's job. Finally, it describes strategies for dealing with common mistakes of first-time managers.

Meeting Expectations: High expectations are often placed on first-time managers. Along with these expectations comes the pressure to succeed
and the need to prove you belong in a management position.

A literature on gender equity in the workplace was undertaken upon request from the Director. The objective was to identify possible barriers to the advancement of women into senior leadership positions in the Service. The next step in this initiative is to engage EX focus groups in order to

1. Validate and add to the barriers identified in the literature;
2. Comment on the perceived applicability of the barriers to CSIS;
3. Seek input on other issues of potential relevance; and
4. Seek input on an action plan to address the identified issues

Forensic Photography (RCMP)	4	Forensic photography is a fundamental element of any investigation.

This course provides the learner with an advanced understanding of photography concepts and equipment, specifically focussing on Digital Single Lens Reflex cameras. It also reviews the legal aspects encountered when working in Forensic Identification.

- theory of light
- file management
- flash
- DLSR cameras
- WHMIS

Forklift (CSIS)	2	This course is designed to teach how to use a forklift properly and safely.

Prerequisite(s): None.

Duration: 1 day

Dates: To be determined

Fundamentals to Lean for Business Organizations	8	This course includes the following six modules from Skillsoft:

-Introduction to Lean for Service and Manufacturing Organizations
-Using Lean for Perfection and Quality
-Lean Tools and Techniques for Flow and Pull
-Reducing Waste and Streamlining Value for Flow and Pull
-Value Stream Mapping in Lean Business
-Applying Lean in Service and Manufacturing Organizations

This course includes the following three modules

Enhancing Your Creativity: This course explores the essential attributes of a creative person. It also describes barriers to creativity and how to overcome these. In addition, it demonstrates how you can enhance your creativity in the workplace.

Maximizing Team Creativity: This course discusses how to maximize team creativity. It explores the conditions in the work environment that help encourage team creativity, such as diversity among team members.

Verifying and Building on Ideas: This course covers a variety of techniques used to verify and build on creative ideas. It outlines when to use research and when to use simulations to check the workability of an idea.

This course includes the following three modules

Giving Feedback: The purpose of this course is to help you improve your skills in giving both types of feedback. The course starts by exploring the importance and purpose of feedback in general, and then discusses both positive and corrective feedback.

Giving Constructive Criticism: This course starts by exploring the key differences, the effects, and the importance of giving constructive criticism as opposed to destructive criticism.

Receiving Feedback and Criticism: This course starts by exploring the reactions that typically occur when a person receives corrective feedback or criticism. You will also learn an approach that you can use to help you receive feedback in a productive manner and then have a chance to practice receiving feedback using that approach.

| Graffiti Investigation (CPKN) | 3 | Graffiti is a growing problem for police services across Canada, particularly in urban centres. Defacing public or private property projects negative images of a community, decreases property values, and generates concerns about personal safety. There are various motives associated with graffiti crime, ranging from meaningless vandalism to gang?related communications and intimidation. In every case, graffiti impacts on local communities and businesses and cultivates an atmosphere for the perpetration of other crimes. The Graffiti Investigation course is designed to educate police officers on the crime of graffiti and to explain the procedures to follow when they are responding to the scene of a graffiti complaint. |
| Hate and Bias Crime Investigation (CPKN) | 1 | Police services have a responsibility and obligation to facilitate the peaceful coexistence of society. When crimes and incidents are perpetrated by individuals whose actions are solely based on hate or bias against the victim?s race, color, origin, religion or any other distinguishing factor, it is important that law enforcement officers are informed on the factors behind these crimes to enable appropriate response and action. The Hate and Bias Crime Investigation course provides police officers with the necessary information to recognize these types of crimes and the people and groups who commit them. It also provides information on how to gather the necessary evidence required to prosecute suspects, reporting requirements, and the importance of developing community partnerships. |

Hate Crimes Awareness (CPKN)   1   Hate crimes and hate/bias incidents are a reality of living in Canada. Fueled by factors such as changing demographics, international conflicts, the economy, and debates around multiculturalism or same sex marriage, these crimes impact not only the primary victim, but can also affect entire communities.

Hate Crimes Awareness will explore the reasons why individuals or groups act out their personal prejudices, bias, and hatred against other individuals and/or groups and the impact of these events. It also reviews some of the basic procedures that police and other law enforcement personnel can use to differentiate between hate crimes and incidents, respond to calls, and investigate hate/bias crimes.

Having Difficult Conversations   40   Having a difficult conversation can be an uncomfortable experience that causes anxiety for even the most experienced managers. When properly carried out, however, what threatens to be an emotional confrontation can be a meaningful and constructive experience. It's up to the manager to turn a difficult encounter into a positive experience. However, this requires a good understanding of the methods that can be used to commence the conversation and keep it on track. This course explains the methods that can be used to have successful difficult conversations. These methods include sticking to an agenda, stimulating open dialogue, and connecting with the subject. It also explores how you can learn from the experience and share perspectives, find mutual understanding, and work with the subject to design an action plan.

Healthy Eating (CPKN)   63   Healthy Eating provides information about 5 major heart health points with practical strategies to prevent heart disease and stroke. This course is designed to increase awareness on topics such as stress, blood pressure, blood sugar, fatigue management, and cholesterol. This course will also provide learners with practical tips and suggestions for living a heart healthy lifestyle.

Honour Based Violence and Forced Marriage (RCMP)   9   Honour Based Violence and Forced Marriage course will provide an introductory understanding of the issues surrounding honour based violence and forced marriage and improve awareness of investigational considerations. It is designed to assist in proactively identifying family violence crimes that may be based on honour and cultural values and to reduce the victimization of innocent individuals.

HR Advisory Panel (CSIS) 170

The target audience will be comprised of a cross-section of supervisors and mid-managers who will be invited to share their ideas and opinions, not about their own specific cases, but rather about information they would obtain from the Advisory Panel comprised of LR, PHS, OHS, ICMS, EA, PER and Union. The goal of the panel is to provide supervisors and managers tools and resources to effectively manage issues in the workplace including challenging behaviours, absenteeism, conflict, performance, health issues and accommodation requests.

Each presentation will last 60 to 90 minutes and will include:

-Introduction of each Panel member
-Case study
-Question period
-Closing comments

Recommended to take with The Trifecta: Communication, Emotional Intelligence and Feedback course.

Instructors:

Human Trafficking - Introduction (RCMP) 8

Human trafficking is a crime that affects the most vulnerable members of society. It is a global issue and according to the United Nations is tied with illegal arms, the second largest criminal activity in the world after drugs. Victims of human trafficking suffer a violation of human rights and are to be considered as persons in need of protection. Promoting the safety and well being of victims must be a paramount concern for all law enforcement.

Human Trafficking - Introduction is designed to provide Canadian law enforcement officers with a functional and practical tool, enabling them to learn and better understand the crime of human trafficking, pertinent legislation, and general victim assistance guidelines. This course will enable officers in the field to better detect and investigate potential human trafficking cases, identify potential victims, and provide greater assistance to victims of human trafficking.

Information Management Basics for New Employees (CSIS)	295	This course provides employees with an overview of the management of information at CSIS. It includes the following topics: classification of information, retaining of information and restrictions on information
Instructional Design and Delivery (CSIS)	6	At the end of this course, learners will be able to plan, implement and evaluate training for CSIS employees in accordance with CSIS instructional standards. Duration: 3 days

Interpersonal Communication   46

Communicating with Confidence, Targeting Your Message, Listening Essentials, Communicating Assertively and Being Approachable are the five modules of this course designed to help you better communicate.

The target audience of this course are employees who want to develop or refresh their interpersonal communication skills.

The course shows you how the essential elements of trust, credibility, and specific confident communication behaviors bring about confident communication and enhance your influence. The course also explores key considerations for planning and delivering targeted messages. Moreover, the benefits and challenges of effective listening are explored, as well as how active listening techniques enhance the effectiveness of your listening skills. The participants will also learn about the requirements for assertive communication and about the benefits of being approachable.

Interrogation Techniques (CPKN) (Alberta Justice)   22   We recommend that you complete the following courses prior to starting this one: Investigative Communication, Interviewing Witnesses and Interviewing Suspects.

The interrogation of suspects is both a necessary and critical stage of the criminal investigative process. The decision to move on from an interview to an interrogation of a suspect will hinge on a combination of factors, including the amount and strength of available evidence and the investigator's level of confidence in that evidence. When an investigation advances to suspect interrogation, officers require effective interrogation techniques to obtain the information of interest.

Interrogation Techniques is the fourth and final course in the ISEP Interview and Interrogation series. It introduces the strategies and techniques associated with Persuasion-based, Information-gathering, and Evidence-based approaches to interrogation and employs a series of short videos to demonstrate how these techniques can be employed.

Interviewing Suspects (CPKN) (Alberta Justice)   8   We recommend that you complete the Investigative Communication and Interviewing Witnesses and Suspects first.

The purpose of any interview is to obtain information that will move an investigation forward. While, generally speaking, the same interviewing structure can be applied to both witnesses and suspects, there are some clear differences that must be acknowledged and respected. Interviewing Suspects teaches learners a structured approach to interviewing as it applies to suspects. Lessons review each step of a structured interview including preparing for an interview, building rapport, establishing purpose, version and development, and assessing the progress of an interview. Particular emphasis is placed on ensuring officers have a fundamental understanding of the Charter Rights and Police Caution and the legal requirements associated with the admissibility of statements made by a suspect.

Interviewing Victims and Witnesses (CPKN) (Alberta Justice)   9   We recommend that you complete the Investigative Communications course first.

The acquisition of detailed and accurate information from victims and witnesses is crucial to the successful resolution of any criminal investigation. While the process of obtaining information through an interview may seem relatively straight forward, in reality, interviewing is a complex skill. Simultaneously asking questions, processing responses, framing additional questions, and taking notes are among the tasks an interviewer faces.

Interviewing Victims and Witnesses - Part I teaches learners a structured approach to interviewing. This not only decreases the complexity of the interview task, but also increases the amount of detailed and accurate information obtained, instil confidence in both the interviewer and interviewee (i.e., of the interviewers competency), and assists in maintaining control of the interview and its objectives.

Introduction to Disclosure (RCMP)   2   This course was developed by the RCMP and has been made available to a national police audience via CPKN.

The failure to properly disclose information during a case can have serious consequences. Apart from squandered resources and compromised investigations, improper disclosure can result in wrongful convictions, unpunished crimes, law suits, and potential danger to witnesses. Introduction to Disclosure examines the importance of providing full, frank and fair disclosure in a professional and timely manner. By explaining various exemptions from disclosure, and identifying best practices, this course will provide you with practical guidelines for successfully managing disclosure.

Introduction to Informatics tools for   Research   37
(CSIS)

The purpose of this course is to provide, to new i   in training, the basic knowledge of the informatics tools required to perform their   training assignments.   The participants will review the processes, writing standards and documentations involved in the usage of the   informatics platform. Participants will also get an overview of the evolution of our informatics tools used for research. Finally, they will acquire an in-depth comprehension of the methodology, research criterions & tools available to find documents in our online databases.

Introduction to Mentoring (CSIS)   38

The purpose of this course is to define the roles of the mentor and the mentee and guide participants through the process of establishing realistic goals and expectations for the mentoring initiative.

The course serves to provide mentors and mentees with an introduction to mentoring processes and best practices. In addition, the exercises will assist participants in identifying their goals and values and guide them in the creation of their development plan, action plan and mentoring agreement.

Introduction to Threat Reduction Activities (CSIS)   1675

?Introduction to Threat Reduction Activities? is an online course which is mandatory for all Intelligence Officers and other identified operational personnel. The course covers key concepts relating to the Service?s threat reduction mandate and elements of a TRA Request for Approval. This course is composed of 4 modules plus review questions.

Investigative Communication (RCMP)   23

The interview is one of the most important parts of an investigation. With the right communication and interviewing skills, an investigator can extract information from even the most uncooperative subjects.

This course examines the various stages of a structured investigative interview and how to effectively communicate within each stage to get the information needed to proceed with a full investigation.

The course includes 3 modules:
- Theory of communication
- Interviewing
- Theory of truth and deception

Issue-focused Negotiation   1   This course includes the following three modules

Issue-focused Negotiation: Are You Ready?: This course will teach you how to stop playing...and stop being played.

You and Your Negotiating Counterpart: This course will help you build critical components of a good negotiating relationship, including mutual trust, a deeper understanding of where your negotiation counterpart is coming from, a set of techniques to use when faced with different personalities, and a plan for getting them to come along with you.

REACHING A NEGOTIATED AGREEMENT: In this course, you'll learn how to think creatively about solutions to maximize your chances of arriving at a mutually beneficial agreement with your negotiating counterpart. You'll also learn how to facilitate that agreement ? even amid resistance from the other party.

IT Project Management Essentials   2   This course includes the following six modules

-Introduction to IT Project Management
-Initiating and Planning IT Projects
-Executing IT Projects
-Monitoring and Controlling IT Projects
-Managing Risks in an IT Project
-Testing Deliverables and Closing IT Projects

IT Strategy Essentials   3   This course includes the following four modules

- Business and IT Strategy Alignment: This course reviews the essentials components of an IT-business aligned strategy.

- Creating an IT Strategy Plan: This course describes steps in developing such a roadmap. It explains how to create an IT vision statement and strategic objectives that follow from that vision.

- Implementing an IT Strategy: This course not only explains how to communicate your IT plans effectively to different stakeholders but also describes the key steps to take when executing the IT strategy.

-Final Exam: IT Strategy Essentials: Generally taken near the end of the program, Final Exam: IT Strategy Essentials enables the learner to test their knowledge in a testing environment.

| Items of Religious Significance: Sikh Religion (CPKN) | 8 | Canada is represented by a vastly diverse population. When police officers are dealing with individuals of various faiths, the respect granted to the individual should also be extended to religious customs and the items associated with those customs.

Developed by the Toronto Police Service, Items of Religious Significance: Sikh Religion will enhance officer awareness about the Sikh religion and the items associated with that faith. In addition to reviewing the five K's (the Kesh, Kanga, Kara, Kachera, and the Kirpan) and how each of those items should be handled when encountered, this course will explore the role of women in the Sikh faith and the protocols that should be observed when entering a place of worship. |

ITIL - Foundation   2

IT Infrastructure Library (ITIL) is part of a suite of best-practice publications for efficient IT Service Management (ITSM). ITIL provides guidance to service providers on the provision of quality IT services, and on the processes, functions and other capabilities needed to support them. ITIL provides guidance, not a standard, to organizations on how to use IT as a tool to facilitate business change, transformation and growth. This e-learning course curriculum provides a detailed overview of these best practices.

ITIL - Operational Support & Analysis (OSA)   1

Within the context of ITIL, service operation is sometimes referred to as the 'factory' of IT. It focuses on the daily activities and organizational infrastructure that are used to deliver services to the organization and the customer. The proper management of these activities and organizational infrastructure is the key to ensuring service operations functions and processes are delivered successfully. Service operations best practices also ensure adequate monitoring and controlling measures are in place and followed throughout the service lifecycle. This ultimately leads to strategic objectives being realized by the organization. This course provides an introduction to operational support and analysis. Specifically, the course covers the fundamentals of the ITIL service operation core area, and how the processes and functions of service operation work within and support the overall service lifecycle.

ITIL - Overview for Executives   2

Organizations around the globe rely on information technology now more than ever in order to survive and thrive in today's competitive environment. But how do you balance the growing need for information technology management with tried and true business practices? How do you align processes, people, and systems while maintaining and improving your ability to meet customer demands and further develop business success? This course provides an introduction to ITIL, and covers the ITIL fundamentals. Specifically, what ITIL is, the history of ITIL, the benefits of ITIL, and the importance of aligning IT with business. This course also introduces key aspects of implementing ITIL in your organization, including the importance of a service culture to support ITIL, and critical success factors for implementing ITIL. ITIL is a Registered Trade Mark of the Cabinet Office in the United Kingdom and other countries.

Escort (CSIS)	67	All escorts are responsible to establish, maintain and ensure sufficient safeguards are in place
		Escorts will also be briefed on a frequent basis to ensure they are aware of all associated security concerns.
Leadership Essentials	28	This course is about Motivating Employees, Communicating your Vision, Building Your Influence as a Leader, Leading with Emotional Intelligence, Leading Business Execution, Innovation and Change and Creating Your Own Leadership Development Plan. The 8 modules of this course are designed for supervisors, managers, directors, and individuals who want to develop their leadership skills. In 9 hours, the time you need to go through all the modules, you will learn the steps to encourage and motivate your employees, understand why emotional intelligence is important in the workplace, support business execution through people and practice, recognize actions that are likely to attract and nurture innovators, use appropriate techniques as a leader to introduce and follow through with change and identify the key results of a leader's self-assessment process.
Leading with Employees in mind (CSIS)	19	The course invites participants to explore the various roles of the servant-leader, including the necessity of self-awareness, the need to be an expert communicator, the importance of being a strategic persuader, the need to build community, and the ability to lead change and transition.
Legislative Staffing Obligations of the Service (CSIS)	89	0

Interacting within the immense diversity of our communities is a reality of policing. As such, it is important that police officers recognize and understand the issues facing the various groups within our communities. This course is designed to assist police officers understand the issues specific to the Lesbian, Gay, Bisexual, Transgender (LGBT) community and effectively execute their duties while working within that community. This course identifies common terms and issues unique to this community and suggests courses of action for officers to follow when interacting with members of this group.

This course includes the following two modules

The Basics of Listening: This course will review the various types of listeners and the benefits of being able to listen effectively when communicating. The course also reviews some popular misconceptions about listening. Active listening techniques for improving your listening and maximizing your understanding are also covered. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

Improving Your Listening Skills: This course, you'll discover how roadblocks such as distractions, emotions, and the way in which we communicate can influence the way we listen and receive messages. The course also covers strategies that you can use to avoid these roadblocks and improve your listening skills. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

This training has been designed to:
?   Increase the awareness and knowledge of participants on valuing diversity.
?   Help participants develop abilities and work skills in an environment where diversity is a very important value.

This course was originally developed by the RCMP and has been made available to a national police audience via CPKN.
Providing security at major events can generate significant challenges for police. Whether it is an international sporting competition or a meeting of world leaders, police officers must be able to recognize, minimize, and respond to potential threats to ensure the safety and security of participants and the public.
Developed by the RCMP, Major Events Security will develop awareness of situations or experiences that may be encountered while working in a security role at a major event. It will familiarize learners with the unique roles officers may be expected to perform during such events and will inform on how to respond to many operational situations.

Developing the skills and applying fundamental knowledge: this in-person portion uses experiential learning to further prepare the managers to operate effectively.
During this session, learners will apply knowledge acquired in Phase 1, as well as participate in a facilitated group discussion to help them master the content.

This course includes the following seven modules

-Directing Others
-Delegating
-Developing Your Direct Reports
-Confronting Difficult Employee Behavior
-Managing a Diverse Team
-Treating Your Direct Reports Fairly
-Caring about Your Direct Reports

online learning resources that support the development of management skills. Through a rich variety of current, relevant, practical content?videos, articles, tips, tools, ?Management On-Demand? provides a variety of resources available via Elite. It will help you build skills with content that combines the latest in thinking and proven practices

Modules: Change Management, Coaching, Decision Making, Developing Employees, Innovation and Creativity, Innovation Implementation, Leading and Motivating, Managing Upward, Negotiating, Persuading Others, Strategy Execution, Team Management, Delegating, Difficult Interactions, Feedback Essentials, Goal Setting, Presentation Skills, Writing Skills

This course includes the following five modules

- Understanding Change
- Building Positive Support for Change
- Dealing with Resistance to Change
- Sustaining Organizational Change
- Involving Employees in Corporate Changes

Managing During Difficult Times   2   This course includes the following three modules

Communicating during Difficult Times: This course explains the responsibilities of various leadership roles when communicating during challenging times. It then covers how to create a communication plan using a five-step process.

Managing Resources during Difficult Times: This course covers strategic responses to difficult times, such as cutting unnecessary costs and building relationships with customers, suppliers, and employees. It explains how you can implement alternative solutions to avoid laying off employees. It also details how to plan and perform layoffs where necessary.

Managing Attitudes during Difficult Times: This course explains how stress manifests itself in employees when companies are going through challenging times, and it teaches techniques for reducing such stress. It also shows you how to develop a motivational style of leadership to maximize employee performance.

Managing Performance   37

- Managing Performance: In order to best address performance of individuals and groups, managers must apply a comprehensive approach. This challenge focuses on methods for managing performance.

- Underperforming Employee ? Now What?Most managers have dealt with underperforming employees at one time or another. This Business Impact examines how to use turnaround agreements effectively.

Managing Problem Performance   1   This course includes four modules: Recognizing and Diagnosing Problem Performance, First Steps for Turning Around a Performance Problem, Using Progressive Discipline to Correct Problem Performance and Preventing Problem Performance. The target audience for this course are: managers, supervisors, project team leaders, and human resource professionals who need to deal with problem performance both formally and informally. At the end of this course you?ll be able to: recognize the implications of the scope, frequency, and impact of a given performance problem, determine appropriate actions for resolving problem performance, determine whether or not a situation warrants progressive disciplinary action and recognize performance planning interactions that are collaborative and motivating.

Managing Workforce Generations: Working the the 21st-   42   Many of the same influences have shaped the lives and work experiences of the newer generations ? the Millennials and the Generation Xers.
century Generation Mix   Widespread Internet usage, for example, means that, typically, these generations are adept in technology. Globalization is another shaping influence, with the result that both generations value diversity. At the same time, however, each generation has its own distinct attitudes, priorities, and work habits. By using strategies that recognize the differences, managers can get the best from each generation. This course describes best practices and successful techniques for managing Millennial and Generation X employees.

The five modules of the course are designed to help you managing your career by Creating a Plan, Getting on the Right Track, identifying Professional Networking Essentials, evaluate and improve the relation between You and Your Boss and Leveraging the Performance Appraisal. The target audience of this course are employees at all levels who want to advance their career.

The course provides employees with necessary information about how to: recognize their main strengths and the ways to deal with weaknesses. In addition, the course helps employees to identify the strategies used to maintain a business network, recognize the ways to build a successful relationship with their boss, and help them to maximize the effectiveness of a formal performance appraisal.

The MDP Professional Development workshop provides opportunities to the participants in the management Development program to help, support their leadership development as well as provide opportunities for networking and dialogue.

2016 11 28 to 29

?What to expect in Meditation
-How to breathe
-How to set up
-How to quiet the Mind
-How to be present
-How to let go

?How to become mindful
-Awareness and Attention
-Being an observer
-Responding vs. Reacting

?Introduction to meditation techniques

?Experience various meditation techniques
-Breathing meditation
-Sound meditation
-Guided visualization meditation

133

Mental Health First Aid (MHFA) is the help provided to a person developing a mental health problem or experiencing a mental health crisis. Just as physical first aid is administered to an injured person before medical treatment can be obtained, MHFA is given until appropriate treatment is found or until the crisis is resolved.

The MHFA Canada program aims to improve mental health literacy, and provide the skills and knowledge to help people better manage potential or developing mental health problems in themselves, a family member, a friend or a colleague.

Dates:

One Vision - CSIS RCMP Operational Workshop   1   #N/A
One Vision - CSIS RCMP Operational Workshop   1   #N/A
One Vision Course (CSIS)   213   This presentation explores the operational relationship between the RCMP and CSIS including the transition of security intelligence from CSIS into the world of the RCMP and subsequently the criminal justice system. This framework, which consists of 5 principles and a process, promotes cooperation in the interests of national security and public safety and respects the pursuit of separate, but complementary mandates.

Optimizing Your Work/Life Balance	41	The three modules of the course are designed to help you: Analyzing Your Life Balance, Maintaining Your Life Balance and Taking Control of Your Stress. This course is aimed at employees who wish to balance their work/life responsibilities. The course provides employees with information about: the key elements to analyze in order to keep work/life balance under control; how to identify the main elements of a technique to effectively balance the demands of your work with your private life; the appropriate responses to excessive demands by assertively setting limits in a given scenario; and how to use the ABC model to manage the reaction to a stressful situation and challenge irrational thoughts.
Organizational Development	2	This course includes the following three modules

Regulations and Organizational Development: This course also examines OD theories and applications and provides direction to HR professionals on how to approach OD initiatives to ensure they support organizational objectives. Employee development theories are also addressed, as well as how to approach employee training program activities using adult learning theories.

Employee Training: This course is created to help HR professionals preparing for the Human Resource Certification Institute's PHR and SPHR certification examinations.

Performance Appraisal and Talent Management: This course also provides instruction on how to develop and evaluate the performance evaluation process and talent management programs. Mentoring and coaching approaches used to help manage organizational talent are also discussed. |
| Orientation to the Public Service of Canada (CSPS) | 241 | It is important that all new and experienced public servants alike have a foundational understanding of how Canada's non-partisan federal public service serves the democratically elected government of the day. This online course examines the functions and the organizational relationships between Parliament, the Government of Canada and the federal public service. Participants will explore the role of government, how Canada governs itself, the organization of the federal government, the functions of departments and central agencies and common government services. |

Overview of CSIS Branches and Programs (CSIS)   285   This online course contains several presentations describing branches and/or program areas. The modules are designed to help you better understand how CSIS works, who is doing what and how the activities of all branches are interrelated. The length of each module varies. The course is mandatory for all new employees as part of the Orientation program. However, the course could also be an opportunity for any other employee who would like to refresh their knowledge of branches and programs of CSIS.

Overview of CSIS Branches and Programs for Supervisor (CSIS)   17   This online course contains several presentations describing branches and/or program areas. The modules are designed to help you better understand how CSIS works, who is doing what and how the activities of all the branches are interrelated. The length of each module varies. The course is mandatory for all new employees, which is part of the Orientation program. However, the course could also be an opportunity for any other employee who would like to refresh their knowledge of branches and programs of CSIS.

Peer Relationships   1   This course includes the following three modules

The Value of Peer Relationships: This course examines the benefits of positive peer relationships. It also explores how individuals can cultivate peer relationships that can make an organization more collaborative and competitive.

Developing Strategic Peer Relationships in Your Organization: This course explores how you can identify the peers in your organization who are especially important in meeting your goals and it shows you how to develop solid, mutually beneficial relationships with these people.

Forming Peer Relationships and Alliances at Work:
This course explores how to leverage social and communication skills in building peer relationships. And it demonstrates how to build peer support networks and how to collaborate with peers toward a common goal.

Peer-to-Peer (P2P) Networks (RCMP)   7   This course explores some of the basic types and features of P2P networks. It is designed for investigators and will provide background on the technology and principles employed by law enforcement to investigate the distribution of illegal materials online.

?Define the term P2P network
?Differentiate between the centralized and decentralized server models
?Define Internet Protocol (IP) Address
?Define Globally Unique Identifier (GUID)
?Differentiate between the different types of hash value algorithms
?Explain the basic functionality of the Gnutella, eDonkey2000 (eD2k), and Kademlia (Kad) networks
?Explain the process of locating and downloading files from these networks
?Explain how investigative P2P tools have been developed to help monitor and record activity on the various file-sharing networks

Perseverance and Resilience   3   This course includes the following three modules

Developing Character for Perseverance and Resilience: This course gives you the tools you need for developing an attitude that allows you to bounce back from setbacks and forge ahead.

Achieving Goals through Perseverance and Resilience: This course provides you with tools and techniques that you can use to manage obstacles and setbacks presented along your route to success. By showing you how to stay focused on your goal and proactively anticipate and plan for possible difficulties, this course helps you achieve your end goals using perseverance and resilience.

Bouncing Back with Perseverance and Resilience:
This course shows you how to weather the storm of a setback and stay on track toward your goal. It explores the personal qualities that you need to nurture in order to maximize your ability to bounce back.

Personal Conflict Styles   14   Personal Conflict Styles
Understanding the five styles identified by Kenneth Thomas and Ralph Kilmann is useful for navigating conflict. This impact explores these five conflict styles.

Personal Productivity Improvement   26   This course includes the following three modules
Managing Your Workspace:. This course provides business professionals with the information they need to implement positive changes in their working space. It addresses the overwhelming nature of tackling a space that's piled-high with paper, has a disorganized physical or digital filing system, or is overrun with e-mails.

Self-organization and Overcoming Procrastination: This course introduces you to ways of becoming organized to help you accomplish more with the hours you have. It examines the common reasons for procrastination and ways you can overcome them in the workplace.

Managing Tasks and Maximizing: This course examines task management and 'chunking' and how they can help workloads seem much less overwhelming. It also looks at how to determine which are priority tasks and which are nonessential.

Phoenix - Pay Modernization Project

28

This course provides an overview of Phoenix navigation and modules. you will be able to: Describe the capabilities of Phoenix at a high level, log in and out, use toolbar items and menus, add favorites, and personalize the Home page.

Introduction to the four lessons in this course include the following elements:
-Lesson Objectives: To highlight the key learning from the lesson
-concepts: To explain processes and concepts using Phoenix screen shots
-Demonstrations: To demonstrate processes and concepts
-Knowledge Checks; To reinforce the conceptual knowledge

Planning my Future (CSIS)

189

The aim of this course is to provide employees with the tools and knowledge they need to create personal financial achievement and maintain a good physical health. Essential elements of the workshop include full coverage of legal, financial and estate planning, as well as how to maintain a good physical and psychological health.

Recommended for: All employees of the Service.

Prerequisite(s): None.

Duration: 2 days

Dates:
2016 05 02 - 2016 05 03 (E)
2016 06 15 - 2016 06 16 (E)
2016 11 09 - 2016 11 10 (F)
2016 05 10 - 2016 05 11 (E) TR

Police Major Case Management (RCMP)

5

Thousands of major crimes such as homicides, kidnappings, or multi-victim white collar crimes are committed in Canada every year. Such cases often involve multiple witness, suspects, and legal challenges. Due to the volume of information involved in these cases, police must take a highly structured approach to the investigative process to ensure that the case is thoroughly investigated.

Introduction to Major Case Management will develop an awareness level of employee knowledge relating to the command structure of major case investigative teams and the 9 principles that should guide all major case investigations.

?historical cases that gave rise to development of an MCM investigative structure
?roles within the Command Triangle
?9 MCM principles
?practices required to carry out a major case investigation in accordance with MCM principles
?case law that guides MCM practices
?Apply the 9 principles of MCM to an actual homicide investigation

Preventing Officer-involved Collisions (CPKN)   15   While driving may be considered routine among police officers, it is actually one of the riskiest tasks they undertake on a daily basis. In fact, recent statistics indicate the collision rate of police officers is four times higher than among civilians. More officers die in vehicle collisions than all other workplace-related incidents combined.

Preventing Officer-involved Collisions (for Police) is designed to engage frontline officers in a new level of awareness. Focusing on risk management techniques, human factors, managing distractions, and improving self-awareness, this course will help officers improve their ability to make good decisions while driving.

Problem Solving (27   This course includes the following three modules

The Fundamentals: This course takes you through the essentials of problem solving and explores some of its challenges. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

Determining and Building Your Strengths: This course helps you assess and develop your problem-solving skills, and also aims to help you recognize and overcome several types of bias. The course first takes you through the process of assessing and interpreting your existing problem-solving styles.

Digging Deeper: This course helps you recognize the value of honest, fact-based analysis and demonstrates how the application of a few tools greatly assists you when determining the root cause of a problem and the best solution. The course first discusses problem analysis, illustrates steps to follow when analyzing problems, and outlines the tools used for uncovering the root causes.

Project Management	3	Project-based operations have become the norm in today's business world. In essence, almost every work effort is a project, from constructing a new building to designing and delivering a new information management system. This course provides an overview of the project management discipline as outlined by the Project Management Institute (PMI®). Specifically, it introduces the characteristics of a project, the responsibilities that accompany project management, and the differences between portfolios, programs, and projects. The course will identify key project management concepts and terms and provide information about the variables that can influence project outcomes. It will also cover the project stakeholders and the organizational influences on a project. This course provides a foundational knowledge base reflecting the most up?to-date project management information so learners can effectively put principles to work in their own organizations.
Project Management Essentials for Non-Project Managers	11	The three modules of the course are: Project Management Fundamentals, Initiating and Planning a Project, Managing a Project. The target audience for this course are managers and staff members who wish to acquire the necessary skills to successfully manage small to medium sized projects. The objectives of the course are: to identify the activities that take place during each phase of the project management process, recognize the steps in creating the work breakdown structure and maintaining control of a project.
Quantitative Indicators of Risk	1	#N/A
Quantitative Indicators of Risk	1	#N/A

Recognition of Emotionally Disturbed Persons (CPKN)	49	(Developed by Dalhousie University Department of Psychiatry)

Underscored by events reported in the media, crisis situations involving emotionally disturbed persons (EDPs) can sometimes result in tragic outcomes. Consequently, increased awareness and the ability to determine if a person's actions are the result of unlawful behaviour or the manifestation of emotional or mental illness is an essential skill for law enforcement personnel.

Recognition of Emotionally Disturbed Persons will review the broad categories of EDPs and provide recommended response strategies and approaches to deal with individuals in crisis. It is designed to build confidence in dealing with EDPs encountered in the field.

Resourcing Strategy (CSIS)	83	0
Retirement Planning (CSIS)	126	Research has shown that the transition to retirement is a challenging time in the life of an individual. This course has been designed to provide

employees with the tools and knowledge they need to design personal retirement plans that will carry them successfully into retirement. Key elements of the workshop include full coverage of pension benefits, financial planning, legal issues and estate planning, as well as health and psycho-social issues.

Recommended for: Employees within 10 years of their retirement and who have never attended this course.
Spouses are encouraged to participate. Please send the name of the person who will attend with you to Lia Villeneuve.

Duration: 3 days

Dates:
2016 10 04 to 2016 10 06 (E)
2016 10 18 to 2016 10 20 (F)
2016 11 22 to 2016 11 24 (E)
2016 05 17 to 2016 05 19 (E) TR

Roles and Responsibilities of the Hiring Manager (CSIS)   58   The course includes the following four (4) modules:

Module 1: Legislative Obligations of the Service
Module 2: Resourcing Strategy
Module 3: Essential Qualifications of a Position (EQP)
Module 4: Best Practices for the Assessment and Selection of Candidates

The modules cover the roles and responsibilities of hiring managers in the staffing and recruitment process. They also include important information related to Human Resource principles at the Service.

Security Awareness for New Employees (CSIS)   284   Everyone who works in CSIS has a role to play in keeping it safe and secure. With everything you do in your new job, you will need to be concerned with Security. It?s the nature of the Intelligence business.

This online course includes the essentials that new employees are required to follow in order to adhere to the Service?s security policies. The course explains critical actions that you need to take right away. It will also describe the areas where new employees make the most common mistakes.

Security Screening Information System - SSIS (CSIS)   53   The Security Screening Information System (SSIS) is the application used

SSIS is used by both Immigration and Government Security Screening.

Sleep Your Way To Better Health (CSIS) 8

?Why Sleep May Elude You
?The Science of Sleep
?The Effects of Sleep Deprivation
    oOn your physical health
    oOn your mental health
    oHow it affects your hormones
    oHow it affects fat loss
?The Benefits of Sleep
?How Much Sleep you really need
?Action Steps You Can Take To Improve Your Sleep
    oStrategies for better sleep
    oDiet & supplements for better sleep
    oHow to hack your bedroom for better sleep

Sovereign Citizens (Calgary Police)   2   Sovereign citizens are individuals who hold strong anti-government beliefs and may not recognize law enforcement or public policies. As a result, situations involving these individuals have potential to escalate to an officer safety issue or threaten to public officials or critical infrastructure.

Sovereign Citizens describes this emerging movement in Canada and provides situational awareness information and education regarding the potential threat posed to law enforcement when encountering sovereign citizens.

Learning Objectives
Upon completion of this course you will be able to:

?Identify Sovereign Citizen groups observed in Canada, including Freeman on the Land and Moors;
?Explain their ideologies and beliefs;
?List possible indicators to identify sovereign citizen extremists.

Strategic Thinking (CSIS)   60   In this one day program, you will learn how to respond more innovatively to the challenges in the work environment. You will gain insight into your personal strategic thinking abilities through the Strategic Thinking Self-Assessment. Takeaways will include ?thinker toys?, the Strategic Thinking Tool Kit, a strategic thinking bibliography and additional resources to continue your learning and development of this competency.

Strategic Thinking Skills   40   This course includes the following three modules from Skillsoft:

Developing the Capacity to Think Strategically: This course describes what strategic thinking is ? in particular, how it differs from operational thinking and strategic planning. It explores the personal traits of effective strategic thinkers, as well as some barriers to strategic thinking.

Developing the Strategic Thinking Skill of Seeing the Big Picture: This course aims to help you develop this strategic thinking skill. It describes how the ideas of systems thinking can help you elevate your perspective, become skillful at making sense out of opposites and contradictions, and better understand cause and effect while managing your department

Using Strategic Thinking Skills: This course focuses on how to use strategic thinking skills, such as analyzing information effectively and thinking creatively. It describes steps that can help you formulate a mind-set that enhances strategic thinking.

Stress (3 modules)

Managing stress by improving your relationships with others: This module teaches you simple and practical ways to effectively manage stress, particularly in your relationships with others and as a result of conflict.

Understanding and controlling stress:
This module will help you understand how stress works, identify the three stages in the so-called 'general adaptation' syndrome and discover the physical and psychological effects of stress on individuals.

Knowing how you relate to stress:
Are you often stressed?
Do you know why?
Do you know how your body reacts to this stress?
This module will answer these questions, give you practical strategies to combat stress and provide you with a customizable tool - the stress barometer.

Suicide Alertness for Everyone (SafeTALK) (CSIS) 30 SafeTALK complements ASIST, ensuring that persons with thoughts of suicide are identified and linked to suicide intervention caregivers.
Suicide alertness for everyone
safeTALK is a three-hour training program that prepares helpers to identify persons with thoughts of suicide and connect them to suicide first aid resources. Most people with thoughts of suicide, either directly or indirectly, invite help to stay safe. Alert helpers know how to identify and work with these opportunities to help protect life. Powerful videos illustrate both non-alert and alert responses. Discussion and practice stimulate learning.

Supervisor Development Program (G313) - CSPS 5 The Supervisor Development Program, SDP, emphasizes the acquisition of knowledge, skills and competencies. To participate in the SDP you must first complete the self-paced online course (G312) and score 70% on the assessment.
By the end of the SDP, you should be able to:
?Adapt your communication to different people and situations
?Choose the appropriate leadership actions to support your employees< performance
?Efficiently manage priorities, resources, and time
?Create a work environment that is representative of the values and ethics of the public sector

Duration: Blended learning consisting of the on line course Becoming a Supervisor: The Basics (G312) where the approximate duration is 10-15 hours of self-pace learning, then 3 days in class (G313)

Team Leader   10

Terrorism Event Pre-Incident Indicators (RCMP)   15

2005 Required sent to
This course includes the following eight modules

-Launching a Successful Team
-Establishing Goals, Roles, and Guidelines
-Establishing Goals, Roles, and Guidelines
-Building Trust and Commitment
-Fostering Effective Communication and Collaboration
-Motivating and Optimizing Performance
-Dealing with Conflict
-Managing Virtual Teams
This course was developed by the RCMP.

Regardless of whether a planned terrorist attack is the work of a lone individual or a terrorist cell, there will always be indicators which can be observed, collected, and assessed. Frontline personnel play a critical role in protecting Canada from potential terrorist attacks. As the eyes and ears on the street, knowing what look and listen for during the course of day to day duties can contribute to the security and safety of all Canadians.

The Terrorism Event Pre-Incident Indicators course builds upon the experience of trained law enforcement professionals to increase overall situational awareness. By describing possible terrorist event pre-incident indicators and identified attack methods, learners will be better able to recognize and respond to a possible terrorist event in the making, thus increasing the chances of preventing a future terrorist attack in Canada.

This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the capital markets Industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the capital markets industry and its business drivers, and review the key aspects of the industry business model, its competitive environment, and the current trends in the industry.

This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the information technology industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the information technology industry and its business drivers, and review the key aspects of the industry business model, its competitive environment and the current trends in the industry. Finally this course outlines some key challenges that this industry is facing and presents common strategies that the industry stakeholders are adopting to overcome its challenges. This course was updated in 2013.

This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the telecommunications industry, and strategies employed to meet some of those challenges. It identifies the main sectors of the Telecommunications Industry and its business drivers, and reviews the key aspects of the industry business model, its competitive environment and the current trends in the industry. Finally, this course outlines some key challenges that this industry is facing and presents common strategies that the players in the industry are adopting to overcome its challenges. This course has been updated in 2013.

The Trifecta: Communication, Emotional Intelligence and Feedback(CSIS)

279

This training is intended to prepare for and have an honest dialogue about difficult issues. It will include an in-depth look at conflict related theories and concepts such as interpersonal communication, needs theory, the emotional climate, emotional intelligence and the art of giving and receiving feedback effectively. It is recommended that supervisors wanting to attend this training register for a different session than employees that report to them.

OBJECTIVES

? Understand defensive responses
? Build skills to have honest dialogues on difficult issues
? Develop emotional intelligence
? Give and receive feedback effectively
? Practice learned skills

Supervisor/managers are encouraged to register for the HR Advisory Panel following this training.

2016-09-28
2016-11-17
2016-12-13
2017-01-18
2017-02-01
2017-03-02
2017-03-29
2017-04-26

The Voice of Leadership

23

This course includes the following four modules

Inspirational Leadership: This course examines what people look for in an inspiring leader. It steps through the behaviors that inspirational leaders exemplify, explaining how to develop these traits.

Self-assessment and Motivation: This course covers techniques leaders can use to carry out a self-assessment, such as reflective journaling, using surveys and checklists, and conducting 360-degree feedback.

Effective Leadership Communication Strategies: This course covers the role of communication in leadership and how leaders can effectively communicate their objectives to their teams.

The Power of Leadership Messaging: This course covers the leadership attributes that shape messages and explains how to establish and maintain your credibility as a leader. It also outlines the qualities that make messages clear and credible, and it presents techniques that enable leaders to ethically deliver persuasive messages.

Threat Reduction Activities: New Powers for the Service (CSIS)	445	?Threat Reduction Activities: New Powers for the Service? is an online information session. It is available and highly recommended for all non-operational employees. It provides an overview of one significant aspect of the new Anti-Terrorism Act, 2015, formerly known as Bill C-51: the Service?s new powers to reduce threats to the security of Canada and Canadians.
Time Management	30	The 3 modules of the course are designed to help you managing your time by Analyzing Your Use of Time, Planning and Prioritizing Your Time and by Avoiding Time Stealers. The target audience of this course are employees who want to develop or refresh their time-management skills. The course provides employees with necessary information about how to: identify the main time wasters, prioritize and sequencing tasks, say "no" when you don't have time to take on additional tasks. Also, this course focuses on ways to prioritize your workload. It discusses how to prepare a useful to-do list and prioritize the items on it. In addition, the course offers different strategies for dealing with procrastination and call interruptions at work, and few appropriate ways to handle drop-in visitors.
Travel, Hospitality, Conference and Event Expenditures (CSIS)	10	Information session (video recording) on the implementation of the new TBS requirements for travel, hospitality, conference and event expenditures.
Understanding and Preparing a Business Continuity Plan (BCP) (CSIS)	13	This course will describe the importance of elaborating a Business Continuity Plan (BCP) and provide the relationship of the BCP to the Business Impact Analysis (BIA). It will also explain the information required to complete the BCP template in a step by step format and will allow you to better understand what is required whenever you will have to a BCP for either your Unit/Section or Branch/Region. This course is for BCP Coordinators and backup BCP Coordinators but is also available to all employees.
Understanding and Using the Business Impact Analysis (BIA) Template (CSIS)	31	This course will outline the BIA requirements and provide the relationship of the BIA to the Business Continuity Plan (BCP). It will also provide the information required to complete the BIA template in a step by step format and will allow you to better understand what is required whenever you will have to prepare business impact analysis for either your Unit/Section or Branch/Region.
Using your Desktop Computer and Mobile Devices Safely	6	Making sure that your desktop computer, laptop, smartphone, PDA, or tablet is secured is essential in today's ever-changing business world whether you're working in your office, at home, in a hotel, or on the go. Protecting information and computer systems against malicious attacks is paramount for any organization, and every end user, regardless of their job role, has a responsibility to use their desktop computer and mobile devices safely. This course examines the types of threats that desktop computers and mobile devices may face, and effective ways to secure them.
Values and Ethics (CSIS)	2104	The online training on Values and Ethics for CSIS is intended to be a preliminary introduction to Values and Ethics and is mandatory for all employees. Values and Ethics matter because they help to clarify duties and responsibilities as public servants and CSIS employees. As a result, the Service?s values and ethics must be reflected in the behaviours and decision making of all of our employees ? at all levels. As indicated in the Employee Conduct policy, all duties performed by CSIS employees must be lawful and authorized, necessary, proportionate, and will represent an effective and efficient use of public resources. The standards of conduct expected of CSIS employees are consistent with the Values and Ethics Code for the Public Sector and are listed in the CSIS Employee Code of Conduct, namely: Respect for Democracy; Respect for People; Integrity; Stewardship; and, Professional Excellence.

Vehicle Hoist Safety Training (Automotive Lift Institute
Guidelines) (Essentials Safety Services)

25

There is a wide variety of vehicle lifts manufactured and used throughout the world, and it would take forever to discuss them all. Instead, we?ll cover the lifts that are most commonly used in the automotive industry. The key to safe vehicle lifting is proper training. Without the right training, it?s anybody?s guess as to the types of accidents that can happen. Safety, maintenance, and training are the responsibilities of the shop owner or manager. It?s his or her duty to see that no one operates or maintains a lift without proper training. This training covers both theory evaluation and practical evaluation.

Course Contents (Theory)
?Automotive lifts (types)
?Safety Awareness
?Before you Lift
?Spotting the Vehicle
?Lifting the Vehicle
?Maintaining Load Stability
?If a Vehicle Should Fall
?Lowering the Vehicle
?Know Your Lift
Course Contents (Practical)
?Lift Inspection
?Floor Inspection
?Securing the Work Environment (Safety Precautions)
?Lifting Vehicle on Hoist

Working at Heights ? Fundamentals of Fall Prevention

31

A. Working at Heights Basic Theory Module

The Working at Heights Basic Theory module contains the following:
1.Rights and responsibilities related to working at heights under the Occupational Health and Safety Act,
2.General hazard recognition for working at heights,
3.Hierarchy of controls,
4.Safety procedures for warning methods and physical barriers,
5.Safety procedures for ladders and similar equipment; and
6.An introduction to personal fall protection equipment.
B. Working at Heights Practical Equipment Module

The Working at Heights Practical Equipment module contains the following:
1.Barriers and safety nets
2.Personal fall protection equipment,
3.Anchor points,
4.Work positioning systems, work access and platforms; and
5.Rescue planning.

Working with Difficult People

40

The seven modules of the course are designed to help you: Identifying Difficult People, Dealing with Micromanagers, Working with Aggressive People, Manipulative People, Negative People, Procrastinators and/or Self-serving People.
The target audience of this course are employees who want to develop or refresh their communications skills when working with difficult people.
The course provides employees with necessary information to about: recognizing difficult people, the different strategies to use in dealing with those people and how to apply the appropriate strategy.

Work-Life Balance

15

One of the major challenges for people is to successfully balance work and family responsibilities and their personal lives. In this unique workshop, you will define your career requirements, home responsibilities and how you currently spend your leisure time. You will then explore ways to help you put quality time where you want it; into your career, professional development, family, relationships, recreation or other commitments. This course will help you to achieve more, both on the job and in your personal life and will assist you in dealing with personal feelings that may arise during this implementation phase.

Recommended for: All employees of the Service.

Prerequisite(s): None.

To be offered online soon

Workplace Hazardous Material Information System (WHMIS) (CSIS)

36

This course provides employees with an overview of the WHMIS and ensures that employees have information on hazardous materials and understand their respective responsibilities.

Recommended for: Employees who work with, come in contact with, or work in areas containing hazardous materials, and (as well as) the workplace Health and Safety Committee Members.

Workplace Violence Prevention (CSIS)   334   As a result of its obligations pursuant to the Canada Labour Code Part II, the Service has a policy entitled Workplace Violence Prevention.

This mandatory training will provide employees with important information as to their rights and responsibilities with respect to violence in the workplace. The training forms part of the wellness initiative led by Occupational Health Nurses and Mental Health Professionals from the Health and Workplace Management (HWM) branch.

Writing for Technical Professionals   11   Being technically knowledgeable is a good start for anyone wishing to write about a particular technology. However, it is not a guarantee that what is written will achieve its ultimate goal. In fact, some of the greatest technical experts find it very challenging to write effectively on technical matters. While it is important to understand the subject matter, it is equally important to understand the audience and its needs. There are steps that all technical writers should follow before putting pen to paper, including defining scope, determining the objectives of the project, understanding the target audience, and planning the overall structure of the document. This course explores steps writers should take when embarking on a new writing project.

Once you have planned the structure of a writing project, you need to plan your writing approach based on your target audience.

Writing Under Pressure   27   Certain professions are inextricably tied to writing under pressure, such as the newspaper journalist or the magazine columnist. Indeed, there's a broad spectrum of professions where writing under pressure is an essential skill with direct consequences ? financial or otherwise. Professionals are often required to complete multiple writing tasks in a limited time frame. This course provides professionals with effective ways to prepare for writing successfully under pressure, including how to reduce stress and prepare a suitable writing environment, as well as how to reduce distractions.

Written communication and expression (4 modules)

Introduction to effective written communication: This module asks you to think about the keys to successful written communication and shows you how to remove the barriers to achieving success.

Effective writing: By the end of this module, you'll be able to define and organize your ideas more effectively and construct a document which meets your initial objectives.

Tips on writing effectively: Fear of the blank page, a lack of inspiration, losing the thread... These are just some of the concerns facing the writer. You'll learn how to overcome these, using techniques designed to avoid writer's block and with advice and tips on structuring and "selling" your writings.

Writing an effective e-mail
Do you need to send information by e-mail?
How do you construct a clear, relevant e-mail?
What response strategy should you adopt for a particularly annoying e-mail?
This module will resume at all those questions.